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**Resident Satisfaction Survey 2013**

If you are an owner and receive factoring services from us you should have received a survey through the post. Please take the time to complete our survey as we are interested to hear your views on the service we provide you. You can return it to us in the Freepost envelope provided (no stamp required).

Alternatively you can complete the survey by clicking on the following link at:

<https://www.surveymonkey.com/s/5MXHYT6>

**Why are we doing this?**

The Housing Scotland Act 2010 and the Scottish Social Housing Charter have placed an obligation on landlords to survey their tenants and service users regularly and submit the results to the Scottish Housing Regulator.

The survey will help us identify where we are meeting, exceeding or failing service user expectations. Being able to measure satisfaction will allow us to make important decisions on changes to the services we provide you. It’s not just about whether we are doing the right things but that we are also doing things right. **So your feedback is important to us!**

 All completed surveys will be entered into a lucky draw for a £40 Tesco voucher and the winner announced on our website and in reception of our main office.

Be assured that all of the information collected through the survey will be treated as **strictly confidential** and will only be used for the purposes of reviewing the services we provide you and assisting the Scottish Housing Regulator in its role of monitoring and assessing our performance against the Charter.

**Closing date for completion of the survey is 23rd August 2013.**

**Thank you**